

Applicant FAQ's

I've Applied, Now What FAQ

* Note: Only applicants who currently work for the federal government, are veterans or who meet one of the other Common Hiring Categories have access to My Status and My Job Interests.

Q: How will I know the HRSC has received my Resume or Re-Use my Resume submission?

A: Applicants using the Apply Now process to apply will receive an E-mail message that their submission has been received and will have a notice posted in **My Notices**. Applicants submitting hard copy Resumes will receive a written notice that their Resume was received. No further action is required to receive consideration for the job opportunity announcement you applied to unless you are specifically contacted.

Q*: When I receive an e-mail notice that my submission has been received, does that mean it is available to be reviewed immediately?

A: No. The e-mail is an Auto Reply that tells you your submission was received by the HRSC. It still needs to be processed into the Resume database. This can be anywhere from immediately or up to 48 hours depending on if it's a weekday or weekend. Since **My Job Interests** pulls data from each of the Resume databases, it may also take up to 48 hours for a particular job that you have applied to be listed on this screen.

Q: How long does it take to process my Resume and put it into the Resume Database?

A: Allow 48 hours for processing of Resumes. Requests to [Re-use your Resume](#) through the Apply Now process are immediately flowed to the database so there is no delay.

Q: Will I be notified if there is a problem in processing my Resume?

A: Yes. Applicants will be notified if their Resume cannot be processed. This primarily applies to those Resumes submitted via Hardcopy. Incomplete Additional Data Sheets, lack of appointment eligibility and incorrect formats are the most common reasons Resumes are not processed.

Q: Will I receive a letter to let me know if I am not qualified for a position or not selected?

A*: No, for most positions we will not send out hardcopy status letters via U.S. mail once your Resume has been received, unless you are selected. This is because this information is now available on-line under CHART through **My Notices, My Job Interests** and **My Status**.

Q: How will I know if I am being considered for the job opportunity announcement (s) that I applied for?

A*: If you received confirmation that your resume has been received then you are being considered every time a vacancy occurs for that job opportunity announcement. However, you can see a list of jobs you have applied to and are being considered for by checking **My Job Interests**. This on-line tool also allows you to request removal from consideration for a particular job opportunity announcement.

Q: My Resume has been processed. Does that mean that I've provided all the information necessary to qualify for jobs?

A: No. The qualification determination process has not changed. Determination is made from the information in your Resume and you are responsible for the correctness and completeness of the Resume. Your Resume must contain adequate information to make qualification, time in grade, and eligibility determinations for all the positions you have applied on. Applicants whose Resumes do not provide the requisite information may be rated not qualified or may be qualified but not referred for selection consideration, as their Resume does not show they are best qualified. In order to minimize

your chances of not being referred, make sure you provide complete data for periods of employment; including dates, title, series, and grades of positions held; date last promotion received for career ladder positions and ensure all additional data sheet answers are correct and complete. See [How to Prepare a Resume](#) for more information.

Examples of incomplete information include:

- An applicant who is a current civilian Navy employee who does not show that he is a current Navy employee on the Additional Data Sheet. This applicant would not be matched for a job in which the area of consideration is current Navy employees.
- An applicant who describes federal work experience but does not indicate the dates, title, series, or grade of this experience would be rated not qualified because there is not enough information on the Resume to determine time in grade or quality level of experience.

Q: Why was I not referred when I know I was qualified for the position?

A: There are many reasons this could happen. These range from applicants making mistakes on their submission to how well the Resume is written. The most common mistakes are:

Not completely answering the Additional Data Sheet (ADS) questions. When answering questions concerning your Hiring Category Eligibility make sure you answer all that apply. If you are a current Department of the Navy employee, you should be checking that you are also a Current Federal and Current DOD employee as well. Not checking these or any others you may be eligible for may result in missed consideration, as we do limit our review of candidates based on their hiring eligibility. See [Common Hiring Category Definitions](#) for more information.

Vague and nondescriptive Resumes. We identify the best-qualified candidates to be referred for selection consideration based on [key skills](#) identified by the manager. If you have not identified these “key skills” in your Resume then it is possible to be basically qualified for a position and not be referred. Many times applicants miss consideration when they are well qualified because they did not take the time to write a well-developed and detailed Resume identifying their education, experience and training. See [How to Prepare a Resume](#) for more Resume tips and information.

Q: Who do I contact to ask questions relating to job qualifications?

A: You should contact your local HRO. Please use the list of HRO websites and POCs to find the information you need.

Q: Can I request to be removed from consideration for a job?

A*: Yes. You can go on-line and request to be removed for consideration using **My Job Interests**. Just select the Center who posted the job announcement and click in the Remove box next to the job opportunity announcement. Your request will automatically be processed. Don't have access to My Job Interests, then send a written request to the [Human Resource Service Center](#). Provide your name, SSN and the job opportunity announcement number you wish to be removed from consideration on.

Q: How long will my Resume remain active?

A: Your Resume will remain active in our system until: (1) you are selected for a permanent position; (2) you request your Resume to be inactivated;(3) your Resume expires, or (4) we are unable to reach you by phone or mail because you failed to update your personal information.

Q*: When will my resume expire and can I extend it?

A: For each of the Human Resource Service Centers (HRSC) where you have a resume on file, your resume is active for one year from date of submission. This date changes every time you submit a new resume. You may extend a resume on file at a HRSC 30 days prior to its expiration using **My Status**.

Q*: Will I be notified when my Resume in near expiration?

A: Yes. Thirty days prior to expiration, you will receive notification as well as the ability to extend your resume through **My Status**. However, since there are seven different Human Resource Service Centers, you may have different expiration dates. HRSCs where you have a resume on file will be listed and if you have any that will expire in 30 days you will see an Extend Resume Button. To extend your resume, just click the Extend Resume Button. Don't have access to My Status, then extend your resume by sending a written request to the [Human Resource Service Centers](#) where your resume is located.

Q*: How can I get status on my application?

A: Easy! We have two new tools that provide applicants with resume status. **My Job Interests** provides a list of all the jobs you have applied to and the date applied for each of the Human Resource Service Centers. **My Status** provides information on what has happened to your resume for those jobs you were actively considered for and for which a list of candidates was sent to the manager for selection consideration.

Q. Can I get a copy of my Resume?

A: No. However, when you submit your Resume electronically using our **Apply Now** process, you will be e-mailed a copy of your Resume if you input a valid E-mail address. In addition, your Resume is stored online in **My Resume**, the resume builder. Just access **My Resume** and print or copy/paste the Resume into an electronic document.

Q. I've been selected for a position, what can I expect?

A: Depending on if you already work for the activity or are serviced by the HRSC you may be required to provide additional information to validate your hiring eligibility. See our [Hiring Category Definitions](#) for the types of documents you may be required to submit. In addition, you may also need to complete new hire information. Regardless of your hiring status, you should receive a letter via U.S. mail verifying your selection; the position, location, pay, benefits and start date. This letter should provide you further instructions and remind you that if you have been selected for a permanent position, you will need to submit an updated Resume and ADS for any vacancy announcements you wish to continue to receive consideration for.

Q: Whom do I contact to ask questions relating to other Human Resources issues?

A: You should contact your local HRO. Please use the list of HRO websites and POCs to find the information you need.

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